

**STRATEGIC PLAN**  
**2020-2025**  
**Nevada State Library**  
**Library Services**

This plan provides direction for the growth and improvement of the Library Services Department of the Nevada State Library, Archives and Public Records. Staff input and discussion has led to the need to define and respond to the ubiquitous use of technology and increased demands of access to information from all corners of our user communities. This plan emphasizes excellence in performance, user centered service, learning, innovation, and sustainability.

**MISSION STATEMENT**

The Nevada State Library provides leadership and access to a range of credible information services that support the information resource needs of Nevada's state government employees, researchers, libraries and persons with disabilities. It serves to educate and enhance the quality of life for all Nevadans as well as collect, preserve, and provide access to Nevada's unique history for current and future generations.

**VISION STATEMENT**

The Nevada State Library strives to be a leader, innovator, advocate, and an important source of trusted information to all Nevadans and their libraries. The Library is committed to excellence through reliable, high-quality services delivered by skilled and knowledgeable staff, to connect people and institutions to needed information resources.

**VALUES**

- *Excellence*
  - The Library provides reliable, high-quality services delivered by skilled and professional staff
- *User centered*
  - The Library applies user-centered and universal design principles to our services, spaces, and resources and creates systems, procedures, and policies that are intuitive and accessible to all.
  - The Library is flexible in response to evolving user needs and leveraging the expertise of our staff to guide decision-making in partnership with user communities.

- The Library actively promotes Libraries services and resources to user communities and is transparent about our decisions and accountable for our actions.
- *Learning*
  - The Library values learning by providing services, instruction, resources, events, and facilities to create conditions that foster learning and the creation of new knowledge.
  - The Library connects Nevada residents and State agencies with information.
- *Innovation*
  - The Library values and fosters innovation by seeking new and better ways of serving and working with the community. By thinking creatively, embracing change and taking risks, we empower individuals, foster collaboration, and build teams with the capacity to discover, create and act on opportunity.
- *Sustainability*
  - The Library makes our work sustainable by valuing library staff and maintaining a healthy work-life balance;
  - The Library preserves and conserves resources of cultural value and historical significance to the communities we serve;
  - The Library aligns our technology, our resources and decisions with values, strategic priorities, user needs and institutional mission and goals.

## One Strategic Priority: *A superior user experience*

### **FIVE (5) GOALS:**

Goal 1: Respond to and anticipate resource needs and education services. Anticipate the assorted needs of our users. Respect and respond to each user's request.

Objective 1.1: Enhance and streamline the discovery and use of our resources, collections and services for both onsite and online users.

Objective 1.2: Describe and digitize all distinctive and unique collections, with emphasis on holdings in special collections, state publications and Nevada newspapers.

Objective 1.3: Ensure the library remains current with evolving and emerging technologies for inhouse use and lending by creating a Technology Plan that outlines current technology with a growth and development plan to update and upgrade library technology to meet the information needs of primary users and demonstrate best practices to libraries around the state.

Objective 1.4: Plan and carry out regular and ongoing assessments of stakeholder needs and use results to improve our services and collections.

Goal 2: Dynamic collections

Collect, preserve, and make accessible our information resources and collections.

Objective 2.1: Provide the necessary support and assistance to improve discoverability, access to, and visibility of the library's collections. This includes resources more challenging to locate such as databases,

e- books, streaming video, digital and other unique collections, like 3D formats.

Objective 2.2: Build and curate the library's print and digital collections to reflect the changing information needs of state agencies and Nevada researchers.

- Continue to remove collection items through a systematic process of examining age, usage statistics, and appropriateness
- Update and revise policies and procedures
- Align positions with organizational needs
  - Staffing front desk, ask a librarian, technology assistance, grant-writing, statistics, physical tasks, state budgeting processes and procedures

Objective 2.3: Pursue and integrate Open Access materials that support state employee needs.

Objective 2.4: Change in depository oversight from none to Utah State University will result in the opportunity to remove significant numbers of outdated documents in both physical and microform formats, therefore changing shelf and cabinet configurations.

### Goal 3: Empower users

Through teaching information literacy and research skills, develop and strengthen the library's outreach to support all levels of state service.

Objective 3.1: Expand our efforts to educate users about new information paradigms and evolving information practices.

Objective 3.2: Promote our expertise to strengthen and expand relationships and partnerships with state agencies and key allied private partners.

Objective 3.3: Prepare state employees with the skills to find, evaluate, and use information in their professional, civic and personal lives.

Objective 3.4: In partnership with DHRM, increase the coordinated development of online tutorials and instruction materials for use both on the library website and in state training sessions.

### Goal 4: Engage our stakeholders

Demonstrate the library's value in line with the Governor's strategy to provide a high-quality state workforce to serve all Nevadans.

Objective 4.1: Strengthen our outreach by coordinating our use of social media tools and exploring new media to engage our patrons and communicate our value to users.

Objective 4.2: Pursue opportunities for partnerships with other libraries across the state and region, especially NSHE libraries.

Objective 4.3: Ensure that users have formal and informal ways of providing feedback about their online and onsite library experiences.

Objective 4.4: Develop a more visible library brand by strengthening our marketing and public relations efforts.

- Provide opportunities to bring people into the library (art displays, speakers, demonstrations, etc.), XR activities, resource displays, workshops, etc.

Objective 4.5: Highlight the library's expertise through increased outreach programs that are responsive to the existing and emerging needs and interests of our state agencies.

- Bring state agency leadership into the library
- Assign librarians to specific agencies

#### Goal 5: Physical space

Pursue continuous improvement of the library's physical spaces to provide an ambience conducive to collaboration, collegial work and lean management.

Objective 5.1: Design work spaces with an eye to flexibility and user needs for portability.

Objective 5.2: Ensure that work areas and collection space are sufficient to provide excellent service.

Objective 5.3: Increase the efficiency, capacity, and accessibility of our spaces for meeting and collaboration.

Objective 5.4: Develop a comprehensive plan that removes and repurposes underutilized fixtures and spaces to provide learning spaces for individual and collaborative work.